



HP Proactive Select, Configuration Guide

Service overview

HP Proactive Select is a highly configurable/customizable service that provides the customer with the flexibility to select proactive services that fit their particular environment. Highly trained technical service specialists can assist the customer with a variety of activities, ranging from design, implementation, and platform deployment to consolidation, migration, project management, and onsite technical forums.

HP Proactive Select provides an assigned account support manager, a defined number of service credits that can be redeemed for specific services (see Service Activity Menu List), a plan for the delivery of the services selected by the customer and a plan review meeting during standard business hours, standard business days, excluding HP holidays. There are 4 core packages: Proactive Select 10 credits, 30 credits, 60 credits, and 180 credits. There is an additional package to add additional service credits.

HP Proactive Select value proposition

- Customer selects the proactive and reactive support to fit their environment.
- Scalable – multiple packages plus additional credits for scaling. Mix and match.

Quoting Information:

Step 1: Determine the number of service credits that the customer will need to redeem the service activities that they need. Also determine the length of the service agreement. Multi-year Care Packs are available, see the following pages. For the Proactive Select Menu List go to http://intranet.hp.com/tsg/ams3/services/002/Service_Solutions_MC/Pages/MCPortfolio.aspx or the Mission Critical web page on the Partner Portal. Note: HP has provided specific packages for our BCS, ISS, and SWD sales forces to use.

Step 2: Quote the package number that is nearest in service credits (see following pages for other Flexible Care Pack, Fixed Care Pack and contractual Product numbers). These are the 1 year Fixed Care Pack product numbers that an ISS Sales Representative would use:

UL522E, HP Proactive Select - provides 10 service credits \$2,300*

UL519E, HP Proactive Select - provides 30 service credits \$8,699*

UL520E, HP Proactive Select - provides 60 service credits \$17,398*

UL521E, HP Proactive Select - provides 180 service credits \$48,960*

Note: Product number does limit customer to any specific set of services. It is used for sales tracking and quota only.

Step 3: If the quantity of service credits does not meet or exceed the service credit value of services selected, order additional service credits using: the appropriate product number for HP Additional Proactive Service Credits (provides 10 additional service credits) \$2,300*

ISS EXAMPLE: ISS Sales Representative is selling to a customer who needs 50 service credits to redeem the services they need.

Example uses 1 year Fixed Care Pack product numbers

Quote: Quantity 1 - UL519E, HP Proactive Select 30 credits - provides 30 service credits \$8,699*

Quantity 2 - UL522E, HP Add 10 Proactive Select Credit Service - provides 10 service credits \$2,300*

BCS EXAMPLE: BCS Sales Representative is selling to a customer who needs an average of 60 service credits per year for three years to redeem the services they need. **Example uses 3 year Flexible Care Pack product numbers.**

Quote: Quantity 1 - HG922A3#12G, HP 3Y Proactive Select 180 credits - provides total of 180 service credits over 3 years \$50,138*

TS EXAMPLE: TS Sales Representative is selling to a customer who needs an average of 180 service credits for 1 year to redeem the services they need and they want to buy contractually. **Example uses contractual product numbers**

Quote: Quantity 1 - HG923AC, HP Proactive Select 180 credits - provides total of 180 service credits for 1 year \$48,960*

SWD EXAMPLE: SWD Sales Representative is selling to a customer who needs an average of 180 service credits per year for five years to redeem the services they need. **Example uses 5 year Flexible Care Pack product numbers.**

Quote: Quantity 1 - HG923A5#12R, HP 5Y Proactive Select 900 credits - provides total of 900 service credits over 5 years \$234,821*

HP Proactive Select – Product Numbers

ISS

ISS Positioning: Appropriate for all ISS customers who do not have high availability concerns.

ISS	1Y Care Packs	Fixed	Flexible		WW Ref Price
1 Year Care Packs		NA-sell UL522E	HK696A1	2BS	\$2,300
	HP 1Y Proactive Select 10 credits SVC	UL519E	HG921A1	12K	\$8,699
	HP 1Y Proactive Select 30 credits SVC	UL520E	HG922A1	12L	\$17,398
	HP 1Y Proactive Select 180 credits SVC	UL521E	HG923A1	12M	\$50,955
	HP 1Y Add 10 Proactive Select Credit SVC	UL522E	HG924A1	12N	\$2,300
ISS	3Y Care Packs	Fixed	Flexible		WW Ref Price
3 Year Care Packs		NA-sell UL519E	HK696A3	2BS	\$8,358
	HP 3Y Proactive Select 30 credits SVC	UP268E	HG921A3	12K	\$25,069
	HP 3Y Proactive Select 90 credits SVC	UP269E	HG922A3	12L	\$50,138
	HP 3Y Proactive Select 180 credits SVC	UP270E	HG923A3	12M	\$146,842
	HP 3Y Add 10 Proactive Select Credit SVC	UP271E	HG924A3	12N	\$2,300
ISS	4Y Care Packs	Fixed	Flexible		WW Ref Price
4 Year Care Packs		NA	HK696A4	2BS	\$10,918
	HP 4Y Proactive Select 40 credits SVC	UP280E	HG921A4	12K	\$32,747
	HP 4Y Proactive Select 120 credits SVC	UP281E	HG922A4	12L	\$65,495
	HP 4Y Proactive Select 240 credits SVC	UP282E	HG923A4	12M	\$191,820
	HP 4Y Add 10 Proactive Select Credit SVC	UP283E	HG924A4	12N	\$2,300
ISS	5Y Care Packs	Fixed	Flexible		WW Ref Price
5 Year Care Packs		NA	HK696A5	2BS	\$13,365
	HP 5Y Proactive Select 50 credits SVC	UP292E	HG921A5	12K	\$40,088
	HP 5Y Proactive Select 150 credits SVC	UP293E	HG922A5	12L	\$80,177
	HP 5Y Proactive Select 300 credits SVC	UP294E	HG923A5	12M	\$234,821
	HP 5Y Add 10 Proactive Select Credit SVC	UP295E	HG924A5	12N	\$2,300
	HP 4Y Proactive Select 120 credits SVC	UP284E	HG921A4	12P	\$32,747
	HP 4Y Proactive Select 240 credits SVC	UP285E	HG922A4	12Q	\$65,495
	HP 4Y Proactive Select 720 credits SVC	UP286E	HG923A4	12R	\$191,820
	HP 4Y Add 10 Proactive Select Credit SVC	UP287E	HG924A4	12S	\$2,300

HP Proactive Select – Product Numbers

SWD

SWD Positioning: Couple Proactive Select with hardware and software reactive support for customers purchasing low end storage arrays (MSAs) AND who do not have high availability concerns.

SWD	1Y Care Packs	Fixed	Flexible		WW Ref Price
1 Year Care Packs	HP 1Y Proactive Select 10 credits SVC	NA-sell UL526E	HK696A1	2BT	\$2,300
	HP 1Y Proactive Select 30 credits SVC	UL523E	HG921A1	12P	\$8,699
	HP 1Y Proactive Select 60 credits SVC	UL524E	HG922A1	12Q	\$17,398
	HP 1Y Proactive Select 180 credits SVC	UL525E	HG923A1	12R	\$50,955
	HP 1Y Add 10 Proactive Select Credit SVC	UL526E	HG924A1	12S	\$2,300
SWD	3Y Care Packs	Fixed	Flexible		WW Ref Price
3 Year Care Packs	HP 3Y Proactive Select 30 credits SVC	NA-Sell UL523E	HK696A3	2BT	\$8,358
	HP 3Y Proactive Select 90 credits SVC	UP272E	HG921A3	12P	\$25,069
	HP 3Y Proactive Select 180 credits SVC	UP273E	HG922A3	12Q	\$50,138
	HP 3Y Proactive Select 540 credits SVC	UP274E	HG923A3	12R	\$146,842
	HP 3Y Add 10 Proactive Select Credit SVC	UP275E	HG924A3	12S	\$2,300
SWD	4Y Care Packs	Fixed	Flexible		WW Ref Price
4 Year Care Packs	HP 4Y Proactive Select 40 credits SVC	NA	HK696A4	2BT	\$10,918
	HP 4Y Proactive Select 120 credits SVC	UP284E	HG921A4	12P	\$32,747
	HP 4Y Proactive Select 240 credits SVC	UP285E	HG922A4	12Q	\$65,495
	HP 4Y Proactive Select 720 credits SVC	UP286E	HG923A4	12R	\$191,820
	HP 4Y Add 10 Proactive Select Credit SVC	UP287E	HG924A4	12S	\$2,300
SWD	5Y Care Packs	Fixed	Flexible		WW Ref Price
5 Year Care Packs	HP 5Y Proactive Select 50 credits SVC	NA	HK696A5	2BT	\$13,365
	HP 5Y Proactive Select 150 credits SVC	UP296E	HG921A5	12P	\$40,088
	HP 5Y Proactive Select 300 credits SVC	UP297E	HG922A5	12Q	\$80,177
	HP 5Y Proactive Select 900 credits SVC	UP298E	HG923A5	12R	\$234,821
	HP 5Y Add 10 Proactive Select Credit SVC	UP299E	HG924A5	12S	\$2,300
Contractual					
Contractual	HP Proactive Select 30 credits SVC	HG921AC		\$8,700	
	HP Proactive Select 60 credits SVC	HG922AC		\$17,400	
	HP Proactive Select 180 credits SVC	HG923AC		\$48,960	
	HP Add 10 Proactive Select Credit SVC	HG924AC		\$2,304	

HP Proactive Select – Product Numbers

BCS

BCS Positioning: Couple Proactive Select with hardware and software reactive support for customers purchasing low end BCS servers (rx6600 and lower) AND who do not have high availability concerns.

BCS	1Y Care Packs	Fixed	Flexible		WW Ref Price
1 Year Care Packs	HP 1Y Proactive Select 10 credits SVC	NA-Sell UL518E	HK696A1	2BR	\$2,300
	HP 1Y Proactive Select 30 credits SVC	UL515E	HG921A1	12F	\$8,699
	HP 1Y Proactive Select 60 credits SVC	UL516E	HG922A1	12G	\$17,398
	HP 1Y Proactive Select 180 credits SVC	UL517E	HG923A1	12H	\$50,955
	HP 1Y Add 10 Proactive Select Credit SVC	UL518E	HG924A1	12J	\$2,300
BCS	3Y Care Packs	Fixed	Flexible		WW Ref Price
3 Year Care Packs	HP 3Y Proactive Select 30 credits SVC	NA – Sell UL515E	HK696A3	2BR	\$8,358
	HP 3Y Proactive Select 90 credits SVC	UP264E	HG921A3	12F	\$25,069
	HP 3Y Proactive Select 180 credits SVC	UP265E	HG922A3	12G	\$50,138
	HP 3Y Proactive Select 540 credits SVC	UP266E	HG923A3	12H	\$146,842
	HP 3Y Add 10 Proactive Select Credit SVC	UP267E	HG924A3	12J	\$2,300
BCS	4Y Care Packs	Fixed	Flexible		WW Ref Price
4 Year Care Packs	HP 4Y Proactive Select 40 credits SVC	NA	HK696A4	2BR	\$10,918
	HP 4Y Proactive Select 120 credits SVC	UP276E	HG921A4	12F	\$32,747
	HP 4Y Proactive Select 240 credits SVC	UP277E	HG922A4	12G	\$65,495
	HP 4Y Proactive Select 720 credits SVC	UP278E	HG923A4	12H	\$191,820
	HP 4Y Add 10 Proactive Select Credit SVC	UP279E	HG924A4	12J	\$2,300
BCS	5Y Care Packs	Fixed	Flexible		WW Ref Price
5 Year Care Packs	HP 5Y Proactive Select 50 credits SVC	NA	HK696A5	2BR	\$13,365
	HP 5Y Proactive Select 150 credits SVC	UP288E	HG921A5	12F	\$40,088
	HP 5Y Proactive Select 300 credits SVC	UP289E	HG922A5	12G	\$80,177
	HP 5Y Proactive Select 900 credits SVC	UP290E	HG923A5	12H	\$234,821
	HP 5Y Add 10 Proactive Select Credit SVC	UP291E	HG924A5	12J	\$2,300